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WHAT IS CLAIMED IS:

1.   A method for identifying errors in a video conference conducted on a packet-based network, comprising:

5           receiving a request to monitor a network during a video conference conducted between two or more endpoints;

distributing a capture agent from a central agent at a central device to a remote device in response to the request, the remote device associated with a collision  .

10  domain that contains one of the two or more endpoints;

collecting a plurality of media packets associated with the video conference in a capture file until a timer expires, the capture file located in a storage medium interfaced with the remote device; and

15          communicating the capture file from the remote device to the central device when the timer expires.


2.   The method of Claim 1, further comprising analyzing the media packets at the central device to

20  determine one or more network parameters that caused an error in the video conference.


3.   The method of Claim 2, further comprising the network parameters selected from the group consisting of

25  latency, jitter, throughput, and packet loss.


4.   The method of Claim 1, wherein the timer expires at the end of the video conference.

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5.    The method of Claim 1, further comprising the
remote device located on a switch port associated with
the collision domain, the switch port operable to monitor
network traffic between the two or more endpoints within
5    the collision domain.

6.    The method of Claim 1, further comprising:
distributing the agent from the central device to
two or more remote devices respectively associated with
10    the two or more endpoints, the two or more remote devices
respectively located in two or more broadcast domains;
and
storing the media packets in two or more storage
mediums respectively interfaced with the two or more
15    remote devices until the timer expires.

7.    The method of Claim 1, wherein the media
packets comprise real time protocol (RTP) packets and
real time control protocol (RTCP) packets.
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8.    The method of Claim 1, wherein the network
comprises an Internet Protocol (IP) network, an
Asynchronous Transfer Mode (ATM) network or a Frame Relay
network.
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9.    The method of Claim 1, wherein the media
packets comprise audio information.

10.    The method of Claim 1, wherein the media
30    packets comprise video information.

11.   The method of Claim 1, wherein the media
packets comprise data information.

12.   The method of Claim 1, wherein receiving the
5   request comprises receiving notification of a potential
error in the network through an alarm generated by the
central agent.

13.   The method of Claim 1, wherein receiving the
10   request comprises determining that a distribute timer has
expired.

14.   The method of Claim 1, wherein receiving the
request comprises initiating the distribution of the
15   capture agent by a system administrator at the central
device.

15.   An apparatus for identifying errors in a video conference conducted on a packet-based network, comprising:

an interface operable to couple to a network;

5      a storage medium; and

a processing resource coupled to the storage medium and the interface, the processing resource including a capture agent distributed by a central agent located at a central device and operable to:

10          collect a plurality of media packets associated with a video conference conducted on the network between two or more endpoints in response to a request to monitor the network, the request received by the central agent;

            store the media packets in the storage medium
15   until a timer expires; and

            communicate the media packets to the central device via the interface when timer expires.

16.   The apparatus of Claim 15, further comprising
20   the capture agent operable to analyze the media packets to determine one or more network parameters that caused an error during the video conference.

17.   The apparatus of Claim 16, further comprising
25   the network parameters selected from the group consisting of latency, jitter, throughput, and packet loss.

18.   The apparatus of Claim 15, wherein the media packets comprise audio information.

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19.   The apparatus of Claim 15, wherein the media packets comprise video information.

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20. The apparatus of Claim 15, wherein the media packets comprise data information.

5   21. The apparatus of Claim 15, wherein the media packets comprise real time protocol (RTP) packets and real time control protocol (RTCP) packets.

   22. The apparatus of Claim 15, wherein the timer

10 expires after a predetermined amount of time, the predetermined amount of time calculated by the central device.

   23. The apparatus of Claim 15, wherein the network

15 comprises an Internet Protocol (IP) network, an Asynchronous Transfer Mode (ATM) network or a Frame Relay network.

   24. The apparatus of Claim 15, wherein the capture

20 agent collects media packets in response to an alarm received by the central agent that indicates a potential error on the network.

25.  A system for identifying errors in a video
conference conducted on a packet-based network,
comprising:

a first endpoint operable to couple to a network and
5     conduct a video conference, the first endpoint located in
a first collision domain;

a second endpoint operable to couple to the network
and conduct the video conference, the second endpoint
located in a second collision domain;

10    a central device operable to couple to a network and
distribute a capture agent to a first remote device
associated with the first collision domain and a second
remote device associated with the second collision domain
in response to receiving a request to monitor the network
15    during the video conference, the capture agent operable
to:

collect a plurality of media packets associated
with the video conference;

store the media packets in a first storage
20    medium interfaced with the first remote device and a
second storage medium interfaced with the second remote
device until a timer expires; and

communicate the media packets from the first
and second storage mediums to the central device when the
25    timer expires.


26.  The system of Claim 25, wherein the central
device comprises a central agent operable to analyze the
media packets at the central device to determine one or
30    more network parameters that caused an error in the video
conference.

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27.   The system of Claim 26, further comprising the network parameters selected from the group consisting of latency, jitter, throughput, and packet loss.

28.   The system of Claim 26, further comprising the request received via an alarm generated by the central agent at the central device, the alarm indicating a potential error on the network.

29.   The system of Claim 25, wherein the media packets comprise real time protocol (RTP) packets and real time control protocol (RTCP) packets.

30.   The system of Claim 25, wherein the media packets comprise audio information.

31.   The system of Claim 25, wherein the media packets comprise video information.

32.   The system of Claim 25, wherein the media packets comprise data information.

33.   The system of Claim 25, further comprising the request received from a system administrator at the central device in response to a call from a user at either one of the first or second endpoints.

34.   The system of Claim 25, further comprising the request received when a distribute timer expires.

35. The system of Claim 25, wherein the timer expires after the capture agent collects a predetermined number of media packets.

5      36. The system of Claim 25, further comprising:

the first remote device located on a first switch port associated with the first collision domain, the first switch port operable to monitor network traffic between the two or more endpoints within the first

10   collision domain; and

the second remote device located on a second switch port associated with the second collision domain, the second switch port operable to monitor network traffic between the two or more endpoints within the second

15   collision domain.

37.    A method for identifying errors in a video
conference conducted on a packet-based network,
comprising:

    receiving a request to monitor a network during a
5   video conference between two or more endpoints;

    distributing a capture agent over the network from a
central device to each of the two or more endpoints in
response to the request, the capture agent operable to
collect a plurality of media packets transmitted and
10  received by the two or more endpoints during the video
conference;

    storing the media packets in storage mediums
interfaced with each of the two or more endpoints until
the end of video conference;

15     communicating the media packets from each of the
storage mediums to the central device when the video
conference ends; and

    analyzing the media packets at the central device to
determine one or more network parameters that caused the
20  error.


38.    The method of Claim 37, further comprising the
network parameters selected from the group consisting of
latency, jitter, throughput, and packet loss.

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39.    The method of Claim 37, wherein the media
packets comprise real time protocol (RTP) packets and
real time control protocol (RTCP) packets.

40. The method of Claim 37, wherein the media packets comprise audio information.

41. The method of Claim 37, wherein the media packets comprise video information.

42. The method of Claim 37, wherein receiving the request comprises receiving notification of a potential error on the network through an alarm generated by a central agent located at the central device.